



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

August 1, 2008

To: Supervisor Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

Board of Supervisors
GLORIA MOLINA
First District

YVONNE B. BURKE
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

UPDATE ON THE COUNTY'S TELECOMMUTING/TELEWORK PROGRAM AND EFFORTS TO INCREASE EMPLOYEE USE OF PUBLIC TRANSPORTATION

On June 10, 2008, on motion of Supervisor Don Knabe, your Board instructed this Office to provide an update on the County's telecommuting policies as well as recommendations to decrease transportation costs for employees. Your Board's instruction noted the increasing price of gas and the increasing difficulty of employees to pay for transportation costs to drive to work.

This memorandum provides an update on the County's telecommuting policies. We are also exploring other Rideshare/commuting options that may result in savings, both for employees and the County.

Current Rideshare Program

The County's Employee Commute Reduction Program (ECRP), commonly known as Rideshare, is a proactive effort to reduce the carbon footprint of employees by reducing the number of solo drivers to the workplace. Ridesharing is one way the County seeks to achieve its regional clean air and traffic mitigation goals as mandated by the South Coast Air Quality Management District's (SCAQMD) Rule 2202. Emphasis is placed on increasing the Average Vehicle Ridership (AVR), which provides a window into the effectiveness of a department's Rideshare plan strategies to reduce the number of solo drivers to work.

"To Enrich Lives Through Effective And Caring Service"

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As further discussed below, the Rideshare program consists of several components: Departmental Rideshare Program Strategies/Procedures, Employee Rideshare Services, Rideshare Information Resources, Annual Employee Survey and Marketing/Promotion.

Role of the Employee Transportation Coordinator

Within each County department, an employee transportation coordinator (ETC) promotes Ridesharing through a range of activities and serves as the point of contact for employees seeking Rideshare information. The ETC promotes such ridesharing options as public transit, light rail, vanpool, Metrolink, carpool and telecommuting/telework, and is responsible for preparing the department's Rideshare plan, which is submitted annually to SCAQMD for approval. The plan details what specific Rideshare strategies will be used to increase its AVR. The ETC also conducts an annual Rideshare survey, which queries employees on how they commute to work during a given week.

Employee Rideshare Services

Our Employee Rideshare Services include a Guaranteed Ride Home program for Ridesharers, computerized Ridematch services, Club Metro, independent vanpool referrals and the CEO Workplace Programs Rideshare Web Page. The Rideshare Information Resources encompass various transportation agencies and the Commuter Center on the Second Floor of the Kenneth Hahn Hall of Administration, which provides daily information on Rideshare options and schedules for Metro buses, light rail and Metrolink trains. We plan to distribute to County employees flyers and posters featuring more information on these services as a means of further enhancing employee awareness of the Rideshare options and benefits.

The Annual Employee Survey helps the County assess the effectiveness of its Rideshare promotions and provides important data for Department of Regional Planning reports on the amount of air pollution tied to solo employee commutes to work. Our Marketing/Promotion efforts range from a Clean Air bulletin and Rideshare brochures to the bimonthly Workplace Connection newsletter and Web Page.

Specifically, the Clean Air bulletin is a promotional flyer featuring a new Rideshare theme each month, such as "February is Vanpool to Work Month" and "July is Telework Month" (Attachment I and II). The bulletin is distributed to all employees and posted throughout County facilities that are regulated by SCAQMD's Rule 2202. County sites with more than 250 employees are subject to Rule 2202, whereas sites with 100 or more employees are only required by the County to survey employees.

Recommendations

1. Within the workplace, the term "telecommuting" has largely been changed to "telework." We recommend that the County accommodate this change in terminology.
2. We have updated the County's Telework Policy (CTP) (Board Policy 9.090) and program and will distribute to all departments once approved by the Audit Committee (Attachment III, which includes a template of the standard telework agreement and a telework fact sheet).
3. We believe that the CTP should continue as a management option, not a universal employee benefit, to increase a department's AVR at regulated County sites. There currently are 66 County buildings that fall under this category.
4. We propose creating an Employee Commuter Benefit Program operated by a Third Party Administrator. We envision this new benefit providing a transportation savings to employees by allowing them to purchase bus, rail and train passes with pretax dollars. We currently are in the process of conducting a Request for Proposal (RFP) for the program, which will be cost neutral to the County. Employees who participate will have payroll deductions to recover the costs charged by the Third Party Administrator. County Counsel is reviewing whether these costs can be a pre-tax deduction.

We will proceed as outlined above unless otherwise instructed, and will continue to be proactive in our Rideshare program strategies and in exploring opportunities to increase employee use of public transit. If you have any questions or would like additional information, please call me or Victoria Pipkin-Lane and Craig Hirakawa, Office of Workplace Programs, at (213) 974-2495 and 974-1347, respectively.

WTF:ES:MKZ:
VPL:CH: ef

Attachments

c: All Department Heads
Administrative Deputies
Employee Transportation Coordinators



2008 Clean Air Bulletin February is "Vanpool to Work" MONTH

Clean Air Options

Bicycle

Carpool

Metrolink

Park & Ride

Public Transit

Reduce Speed

Ride Lightrail

Ridematch

Rideshare

Telecommute

Vanpool

Walk

ATTENTION EMPLOYEES!

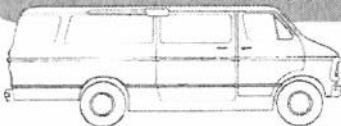
Has this happened to you? It has been a long day at the office, filled with unexpected projects, challenging clients and approaching deadlines. You manage to make it through the day, but then just when you hope to relax, you face a long commute home.

Sound familiar? There is an easy solution to your situation, join or start a vanpool and relax all the way home. It just takes a minimum of 5 friends, family or co-workers to start a vanpool. And more passengers mean more savings. Also, Metro is offering a \$400 vanpool lease subsidy per month for any new or existing vanpools that arrive at a work site within L.A. County. (Go to www.Metro.net for eligibility rules.)

So what are you waiting for? Get with the program and start vanpooling to work today.

After all,

Clean Air is Everybody's Business!!



Prepared by: Chief Executive Office/Office of Workplace Programs
500 W. Temple St., B-1, Los Angeles, CA 90012 • (213) 974-2619

Call (213) 974-1347 for information on the Rideshare and Telecommute programs



2008 Clean Air Bulletin July is "Telework" Month

Clean Air Options

Bicycle

Carpool

Metrolink

Park & Ride

Public Transit

Reduce Speed

Ride Lightrail

Ridematch

Rideshare

Telecommute

Vanpool

Walk

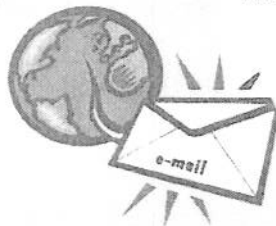
The County of Los Angeles has updated and renamed its Telecommuting program to **Telework**. Though it remains a management option and not an employee benefit **Telework** is a key strategy of the Countywide Employee Commute Reduction Program (Rideshare).



Do you have a job that can be done at an alternate work location that is less than 50 percent of your regular commute to work? If so, and with management approval, you may be a candidate for **Telework**. This work option is designed to increase productivity, improve employee morale, reduce absenteeism AND reduce an employee's carbon footprint by reducing the solo commute to work.



Ask your supervisor or Employee Transportation Coordinator (ETC) if you are eligible to **Telework**. After all,



Prepared by: Chief Executive Office/Office of Workplace Programs
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Los Angeles County
BOARD OF SUPERVISORS POLICY MANUAL

ATTACHMENT III

Policy #:	Title:	Effective Date:
9.090	Telework Policy Telecommuting Policy	07/01/08

PURPOSE

Promotes achievement of the County's regional clean air and traffic mitigation goals as mandated by the South Coast Air Quality Management District (SCAQMD) Rule 2202.

Enhances the County's Employee Commute Reduction Program (ECRP), commonly known as Rideshare, by offering/supporting an off-site work environment that eliminates the trip to work or reduces travel distance to the worksite by more than 50 percent.

Establishes a family-friendly work environment that enhances the quality of life of County employees and offers training and orientation sessions that promote alternative ways of working to maximize County resources, reduce absenteeism, increase productivity and improve employee morale.

~~Promotes achievement of the County's regional clean air and traffic reduction goals.~~

~~Provides alternative ways of working to maximize the use of County resources, increase productivity and employee moral, enhance recruitment and retention of quality employees, and decrease absenteeism.~~

~~Establishes a family friendly work environment that enhances the quality of life of County employees.~~

REFERENCE

January 31, 1989 Board Order, Synopsis 5

August 16, 1990 County of Los Angeles Telecommuting Standards

November 16, 2004 Burke motion to update Board policy

December 21, 2005 Updated County Telecommuting Program and Policy

August 1, 2008 Memorandum to Board, entitled, "Update on the County's Telecommuting/Telework Program and Efforts to Increase Employee Use of Public Transportation"

POLICY

The County Board of Supervisors has approved the establishment of a Countywide Telecommuting Telework Program (CTP). Telework Telecommuting is working at a location other than the conventional office. This can be either at home, neighborhood center or at an office close to the home.

This program is a management option, not a universal employee benefit. Department Heads may implement telework telecommuting when it is deemed mutually beneficial by both the department and the employee, and as a means of increasing its Average Vehicle Ridership (AVR) for sites regulated by SCAQMD under Rule 2202.

Teleworkers Telecommuters can may be selected from among either represented or non-represented employees and must have a performance evaluation of "Competent" or higher for the most recent Performance Evaluation. However, They should be selected on a voluntary basis by both supervisors and employees. Selection criteria should be based on suitability of their jobs, an assessment of the likelihood of their success as Teleworkers Telecommuters and an assessment of their supervisor's ability to manage remote workers.

All approved Teleworkers Telecommuters should first participate in a two-hour training session prior to entering into a formal County agreement. A Telework Telecommuting Agreement should be entered into by both the County and the employee that requires compliance with established Telework Telecommuters Standards, guidelines and conditions which are contained in the Telecommuting Manual first adopted by the Board of Supervisors on August 16, 1990 and updated in 2008.

The terms and conditions of employment for the Teleworker Telecommuter and the supervisor remain unchanged. Work hours, overtime, compensation and vacation schedules must conform to the County Code, to Memorandum of Understanding Memorandum of Understanding (MOU) provisions and to terms otherwise agreed upon by the employee and the supervisor.

It is required that County departments maintain detailed records of the number of employees participating in the program, number of days per week each employee Teleworks, records of signed agreements and orientation and training sessions offered in support of the program for a minimum of three years.

All Teleworkers Telecommuters shall comply with the County's Telework Telecommuting Standards, which address policy issues related to worker's compensation, use of County equipment, telephone costs, tax implications, and other issues deemed appropriate by the County.

RESPONSIBLE DEPARTMENT

Chief Executive Office

DATE ISSUED/SUNSET DATE

Issue Date: January 31, 1989
Review Date: October 21, 2012
~~Review Date: October 21, 2004~~

Sunset Date: April 26, 2003
Sunset Date: April 26, 2016
~~Sunset Date: April 26, 2008~~

**Los Angeles County
Teleworking Program
Teleworker's Agreement/Teleworking Standards**

Teleworking is working at a location other than a conventional office. This can be either at a home or another location which is less than fifty percent of the normal commute from home to work. Teleworking is an option that management may choose to make available to qualified employees when a mutually beneficial situation exists. It is not a universal employee benefit.

Teleworking is an alternate work method which may meet the needs of the County's regional clean air and traffic mitigation goals as mandated by the South Coast Air Quality Management District Rule 2202. However, employees do not have a "right" to telework and this work option may be terminated by either the employee or the County at any time.

The following conditions for teleworking must be agreed to by the telecommuter and the department (employee's supervisor):

1. The employee agrees to work at the following location:

(Home or alternate work address)

2. The employee will telework _____ day(s) a week, or _____ days a month.

3. The employee's work hours will be as follows:

Day: _____ From: _____ To: _____

4. The employee agrees to complete assignments to be worked on at home or an alternate location by the agreed upon delivery dates. The telemanager (supervisor) will provide the employee with all work assignments.

5. Equipment to be used by the employee at the teleworking worksite will be agreed to by both the telemanager and the employee. The following equipment is needed to complete work assignments: _____

6. The telemanager and employee agree to the following arrangement regarding business telephone calls, use of cell phone, use of pager and use of a fax machine. _____

7. The employee agrees to call the central office to retrieve work related messages at least ____ times per telework day.
8. The employee agrees to "check out" all supplies needed for the work assignments by contacting the appropriate office staff. Out of pocket expenses for supplies regularly available at the County office will not normally be reimbursed, unless approved by the telemanager.
9. Additional conditions agreed upon by the County (telemanager or supervisor) and the employee are as follows: _____

TELEWORKING STANDARDS

When a Teleworking assignment is agreed upon, the following standards apply:

1. Teleworking is entirely voluntary and may be terminated by the employee or the County at any time.
2. The duties, obligations, responsibilities and conditions of a teleworker's employment with the County are unchanged. Employee's salary, retirement, benefits and County-sponsored insurance coverage are unchanged.
3. Teleworkers and their managers are required to attend a CTP orientation and training, and a department-specific training before Teleworking begins. Annually, teleworkers will attend a departmental refresher training course to ensure compliance with CTP requirements and standards.
4. All records, including training, must be kept for a minimum of three years. The certified Employee Transportation Coordinator (ETC) within each department will be responsible for all record keeping associated with Teleworking.
5. Work hours, overtime compensation and vacation schedule will conform to the County Code, to MOU provisions and to terms otherwise agreed upon by employee and the supervisor.
6. The use of equipment, software, data supplies and furniture, when provided by the County for use at the offsite work location, is limited to authorized persons and for purposes relating to County business.

7. Employees should designate a work space for installation of equipment to be used in the project. This work space should be maintained in a safe condition, free from hazards and other dangers to employee and equipment.
8. Since the offsite work location shall be considered an extension of the County work space, the County's workers compensation liability for job related accidents will continue to exist during the employee's teleworking hours.
9. In the event of delay in repair or replacement of equipment or any other circumstances under which it would be impossible for the employee to telework, the employee's department may assign other work and/or request that they employee move to another location.
10. When County equipment is provided to the employee, the employee is responsible for seeing that the equipment is properly used. The County will provide for repairs to County equipment.
11. When the employee uses his/her own equipment, the employee is responsible for maintenance and repair of equipment.
12. The employee remains liable for injuries to third persons and/or members of employee's family on employee's premises.
13. Requests to work overtime, use sick leave, vacation or other leave must first be approved by the employee's supervisor in the same manner as when working in the regular office.
14. If a teleworker is sick while working at home, the teleworker is required to report the hours worked, and must use sick leave or other accrued time to cover the hours not worked.
15. Employees who telework are required to participate in all studies, inquiries, reports or analysis relating to CTP. The data collected may be made available to the general public without identification of employees.
16. Employees remain obligated to comply with all County rules, policies, practices and instructions. Violations of these rules, policies, etc. may result in preclusion from Teleworking and/or disciplinary action, up to and including termination of employment.
17. Individual tax implications related to the home work space shall be the responsibility of the teleworker. Employees are advised to consult a tax expert.

18. With reasonable notice, the County may make onsite visits to the employee's offsite work location to determine if the place is safe, to ensure there are no hazards, and to maintain, inspect, repair or retrieve County-owned equipment, software, data or supplies.

As a Teleworking employee, I have reviewed the conditions of this teleworker agreement and the Teleworking standards with my telemanager (supervisor) and agree to the conditions.

Employee

Department

Date

County Office Address

Telework (Home) Address

County Telephone Number

Telework (Home) Telephone Number

Telemanager/Supervisor

Department

Date

**LOS ANGELES COUNTY
TELEWORK PROGRAM
(CTP)**

FACT SHEET

Telework is defined as working at home or at an alternate work location that is less than 50 percent of the regular work commute. Telework is based on the concept that moving the work to the employee increases productivity, reduces absenteeism and improves employee morale. This work option reshapes traditional practices and encourages managers to re-evaluate methods of maximizing County resources.

Sponsored by Supervisor Michael D. Antonovich, the County's Telecommuting (now Teleworking) Program (CTP) was established in September 1989. Currently, approximately 51 percent of departments participate in the program and have Teleworkers that range from department heads to entry level staff.

1. How does Telework work?

Teleworking is a management option, not a universal employee benefit. Teleworking is strictly voluntary and is available to both represented and non-represented employees. Departments are encouraged to implement teleworking as a means of increasing its average vehicle ridership (AVR) for regulated sites, and when it is deemed mutually beneficial by both the department and the employee. Participation can be terminated at any time. Departments will submit a semi-annual report to the Chief Executive Office (CEO), which contains the number of employees participating in the program, the number of days per week each employee Teleworks, orientation and training information, and copies of signed agreements and amendments to those agreements, if any.

2. Why has the County implemented a Teleworking Program?

In response to a Board of Supervisor's order in 1989, and in an effort to address air quality and traffic mitigation issues, the Chief Administrative Office (now CEO) coordinated implementation of a Countywide Rideshare program. A key component of this program is teleworking, which keeps the County in compliance with Rule 2202, Employee Commute Reduction Program (ECRP), which is mandated by the South Coast Air Quality Management District (SCAQMD).

3. How does Teleworking affect productivity?

Teleworking when implemented properly has a positive impact on employee productivity. Employee morale improves and work output increases because

there are fewer interruptions and distractions, and employees are able to work at peak times instead of dealing with the stress associated with commuting to and from work.

4. How are Teleworkers selected?

Departments identify employees and tasks which are appropriate for teleworking. Only employees that have performance evaluations of "Competent" or higher for the most recent Performance Evaluation will be eligible to participate.

5. What are the advantages of teleworking for employees?

Employees receive a personal savings achieved from reduced travel expenses, there is less time spent commuting, and consequently, less stress. The flexible work environment boosts morale and enhances quality of life.

6. Can teleworking result in reduced sick leave?

Yes! One of the primary management benefits of teleworking is a reduction in absenteeism, which can lead to an increase in productivity. An employee in a traditional work setting usually takes four hours off per month for medical or dental appointments. A Teleworker may go to a nearby medical office and later shift their work schedule into the evening to complete regular work hours. Also, an employee who doesn't feel well enough to drive to work can sometimes work at home and still be productive.

7. Is teleworking an answer to child care or elder care problems?

No. Though teleworking provides employees with greater flexibility in meeting their child care or elder care needs, it should not be viewed as a substitute. Employees should not be selected to Telework based solely on this need. Teleworkers must arrange for independent care of young children or elderly persons during work hours.

8. How is the program monitored?

Each department designates a certified Employee Transportation Coordinator (ETC), who will collect data on CTP participants. The ETC also will retain the records for a minimum of three years.

The Auditor-Controller will institute a timecard code designation for teleworking that employees will use to track hours. Each department will submit a semi-annual report on the CTP to the CEO.

The County's fraud hotline will be used to report potential fraud and abuse within the CTP.

9. How will a supervisor know that a teleworking employee is being productive?

Supervisors are trained in managing by objectives, rather than by observation. Managers must be forward thinking and focus on the quality, quantity and timeliness of the employee's work output and product. Failure to meet targeted goals is cause to terminate an employee's teleworking agreement. The supervisor, departmental ETC, and Teleworker also should meet regularly as a monitoring mechanism.

10. What does the County do to prepare employees to be successful Teleworkers?

Potential Teleworkers and their managers will attend a mandatory CTP orientation and training, and a department-specific training prior to teleworking. Training will be conducted by an experienced consultant contracted by the County. In addition, each departmental ETC will conduct teleworking update meetings for participants at least semi-annually, and refresher training courses every year to ensure compliance with CTP requirements and standards.

11. What equipment does an employee need to Telework?

Equipment needs for Teleworkers vary from just a telephone, paper and pencil to a computer, modem, printer and fax machine.

Each department determines what equipment, if any, will be loaned or purchased for the Teleworker.

12. Are Teleworkers required to keep in touch with their office?

Yes. Teleworkers should arrange, in advance, with their supervisors "core" hours of availability and how often they must call/report to the office. Although Teleworkers by definition work at a location other than a conventional office, they are still County employees and expected to act in a professional manner at all times.

13. How will the County evaluate the effectiveness of the CTP?

The CEO will review the CTP program on a semi-annual basis using data provided by County departments. A report will be made to the Board of

Supervisors, including the number of Teleworkers countywide, days/hours spent teleworking, the impact on employee absenteeism and average vehicle ridership.

For further information about the CTP, please contact the CEO Office of Workplace Programs at (213) 974-2619.

VPL:CH:acn